

Cloud Support – Programme & Project Management and Governance

G-Cloud 15 (RM1557.15)

Service Definition - ArvatoConnect

Company overview

ArvatoConnect is 100% owned by Bertelsmann SE & Co. KGaA, the ultimate parent company of the Bertelsmann Group, a global, financially stable organisation. In 2024, Bertelsmann generated revenues of €18.7 billion and EBITDA of €3.2 billion, employing over 145,000 people worldwide. This provides ArvatoConnect with long-term stability, sustained investment and access to global expertise.

Within the UK public sector, ArvatoConnect is recognised for delivering high-quality, complex and compliance-led services across central and local government. We support organisations undertaking large-scale digital and cloud-enabled change, operating within regulated and high-assurance environments.

Our experience spans cloud transition programmes, ERP modernisation, data migration, integration and operational transformation. We combine structured governance, deep technical understanding and delivery assurance to support successful outcomes across complex, multi-supplier programmes.

Service Definition

Our Project Management and Governance Cloud Support service provides structured oversight, coordination and assurance for cloud and digital transformation initiatives.

The service supports buyers in the planning, delivery and control of cloud hosting and cloud software programmes, including discovery, design, build, testing, data migration and transition to live operation. It provides governance frameworks, defined roles, decision gates and reporting to ensure controlled delivery across complex, multi-supplier and multi-team environments.

The service is designed to support buyer-owned or third-party cloud services, ensuring that delivery activities remain aligned to agreed objectives, risks are actively managed and progress is transparent to stakeholders. It can be used for short-term advisory support, discrete project phases or ongoing programme governance.

Delivery is aligned to recognised public sector best practice, including PRINCE2, Agile and ITIL, and is tailored to the scale and complexity of each engagement. The service does not include the provision of SaaS platforms or the operation of business processes.

Service Features

- Structured project governance with defined roles, responsibilities and decision gates
- End-to-end planning across discovery, build, testing, migration and transition phases
- Risk, issue and dependency management with regular reporting and escalation
- Integrated schedule, milestone and critical-path management
- Multi-supplier and multi-team coordination across cloud environments
- Quality assurance through defined checkpoints and exit criteria
- Data migration oversight including validation and readiness assurance

- Cutover and go-live planning with controlled transition checkpoints
- Scope, change and benefits control aligned to agreed objectives
- Stakeholder engagement and communication management

Service benefits

- Improves delivery control through consistent governance and decision frameworks
- Reduces delivery risk using structured assurance and quality gates
- Accelerates progress through coordinated, end-to-end planning
- Improves transparency with regular reporting and agreed metrics
- Reduces defects via coordinated testing and issue management
- Improves migration confidence through governed data and cutover assurance
- Enables smoother transitions to live service with controlled checkpoints
- Supports informed decision-making through proactive risk management
- Builds stakeholder confidence through clear communication and visibility
- Increases delivery success using proven, repeatable governance and delivery methodologies

Service Mobilisation and Engagement

Engagements are initiated through an agreed call-off contract and defined scope. Mobilisation focuses on confirming objectives, governance arrangements, roles and responsibilities, reporting cadence and integration with buyer delivery teams.

The service supports agreed project phases or ongoing governance activities as required. No software deployment, platform onboarding or infrastructure configuration is included as part of this service.

Technical Requirements

Buyer requirements

- Secure internet connectivity for collaboration and reporting tools
- Access to buyer-approved project, programme or collaboration platforms
- Named buyer stakeholders for governance and decision-making

Delivery approach

- Delivered as a cloud support service, not a hosted platform
- Operates alongside buyer-owned or third-party cloud services
- No requirement for buyers to install software or manage infrastructure

Integration and tooling

- Supports buyer-selected tools for project management, reporting and collaboration
- Can integrate with existing cloud delivery, testing and release processes
- Uses standard document, reporting and communication formats

Security and access

- Role-based access aligned to buyer governance structures
- Secure handling of project artefacts and delivery documentation
- Compliance with buyer security policies and information governance

Scalability and operation

- Scales to support single projects or large multi-programme portfolios
- Flexible resourcing aligned to delivery phase and complexity
- Suitable for short-term, phased or long-running engagements

Information security

ArvatoConnect delivers services in line with established security and assurance frameworks appropriate to public sector environments. We apply consistent security principles across all service delivery, regardless of client or sector.

Relevant certifications and accreditations include:

- ISO 9001:2015 – Quality Management
- ISO/IEC 27001:2022 – Information Security Management
- Cyber Essentials and Cyber Essentials Plus
- PCI DSS
- ISO/IEC 20000-1:2018 (client-specific)

Security controls are supported by regular audits, staff training, policy reviews, vulnerability management and incident management processes.

Business Continuity

ArvatoConnect maintains a Business Continuity Management System aligned to ISO 22301 and ISO/IEC 27001. This ensures continuity of service delivery in the event of disruption.

Key measures include:

- Documented business continuity and incident response plans
- Regular testing and review of continuity arrangements

- Cross-trained delivery teams and flexible resourcing
- Secure, cloud-based knowledge management and collaboration

Business continuity arrangements focus on maintaining delivery capability and communication with buyers during incidents, rather than continuity of buyer systems or platforms.

Service Pricing

The Skills for the Information Age (SFIA) Definitions and rate card will be used to determine the project cost based on its agreed scope. The SFIA Definitions and rate card document is available within the pricing document section.

Terms and Conditions

Terms and Conditions have been attached separately.

Further Information

For further information about this or any of our G-Cloud services, please contact us as follows:

Richard Husband
Public Sector Director
ArvatoConnect

E-Mail: richard.husband@arvatoconnect.co.uk
Mobile: +44 (0) 7867 464428

www.arvatoconnect.co.uk

Botanica | Ditton Park | Riding Court Road | Datchet | Slough SL3 9LL

